

Citizen Complaint Mediation

The Milwaukee Mediation Center, in collaboration with the City of Milwaukee Fire and Police Commission, has developed a Citizen Complaint Mediation Program. This pilot program is a voluntary, confidential process where a professional mediator helps the citizen and the employee resolve issues concerning the complaint.

Once a complaint is filed with the Fire and Police Commission, an initial investigation is done. It may be determined that the issues raised could be best resolved through mediation. All parties are contacted and if they agree to participate, the case is assigned to the Milwaukee Mediation Center. The Milwaukee Mediation Center will then contact all parties to explain mediation and arrange a time, date, and location for the mediation.

What is Mediation

Mediation is a process that assists people in resolving conflicts or disputes. The mediation session offers people the opportunity to create their own mutually agreeable solutions with the assistance of a trained, impartial third party, a mediator. The mediator does not make decisions for the parties or determine who is right or wrong. Mediation is not a court hearing or a counseling session. Neither lawyers nor witnesses are needed, although, lawyers may attend to advise their clients.

Mediation sessions are informal, structured discussions to help clarify the issues and move towards agreement. Parties are given the opportunity to listen to each other and to speak without interruption. If an agreement is reached, it is written down and signed by the parties. Before participating in a mediation session, the parties should think about possible solutions to the problem.

Milwaukee Mediation Center

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